

## REFERENCE GUIDE

### DPW Customer – Invoice Payment Status Inquiry (IPSI)

Reviewing the status of the Los Angeles County Public Works invoices just became easier and more convenient thanks to the new web-based DPW Customer-Invoice Payment Status Inquiry (IPSI) application. IPSI allows Customers to check on the posting of their payments made against Public Works invoices that remained unpaid at the end of Fiscal Year 2007-08 (6/30/2008) or invoices generated in or after Fiscal Year 2008-09 in the electronic Countywide Accounting and Purchasing System (eCAPS). The status for invoices generated from other systems such as the Hazardous Material System (HMS) and the Waterworks Customer Information System (CIS) are not available. IPSI also allows customers to view facsimiles of most Public Works invoices dated on or after August 25, 2011.

To take advantage of IPSI, simply access the Department's home page at <http://dpw.lacounty.gov>, click on the Invoice Payment Status Inquiry link.

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**pw** Los Angeles County  
Department of Public Works

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**Online Services**

- ▢ Graffiti Reporting
- ▢ **Invoice Payment Status Inquiry**
- ▢ Materials Exchange
- ▢ Request for Service
- ▢ Simple Permits
- ▢ Waterworks Online Payment
- ▢ How Am I Driving?

**Popular Links**

- ▢ Water Services
- ▢ Permits
- ▢ Land Records Information
- ▢ Electronic Waste
- ▢ Dial-A-Ride
- ▢ Residential Recycling
- ▢ Smart Gardening Schedule

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**COORDINATED AGENCY RECOVERY EFFORT**  
Resources for fire recovery & mudslide information  
Call (800) 214-4020 for Post-fire Mudflow Protection

**LATEST UPDATES**  
[Forest Roads to Close Due to Storm - 4/12/12](#)  
[Forest Roads to Re-open Monday, March 19 by 5:00 PM - 3/19/12](#)  
[Forest Roads Closures Due to Snow and Ice Conditions - 3/15/12](#)  
[SBA Offers Disaster Assistance to CA Residents and Businesses Affected by the LA High Winds - 12/19/11](#)  
Free Sandbags

**Programs**

- Clean LA
- household hazardous waste
- STOP
- CONTRACT OPPORTUNITIES
- Service Locator
- Notify
- ROAD CLOSURES

**Highlights**

- Sediment Management**  
Find out why and how Public Works operates dams and debris basins on behalf of the Los Angeles County Flood Control District. Go to [www.LAsedimentManagement.com](http://www.LAsedimentManagement.com) and make sure to watch the informative video.
- Marina del Rey Projects**  
In partnership with County Supervisor Don Knabe (Fourth District), Public Works and Beaches & Harbors are excited to launch a website to showcase the \$41 million public infrastructure improvement program in Marina del Rey. It provides an interactive map, timelines, photos, contacts, and the latest news and traffic impacts related to construction activities.
- The Department's Newsletter Goes Global**  
Check out our latest newsletter, All in the Works, to find out more about our innovative projects and programs. View archive.

**I want to...**



- ▢ report a problem
- ▢ dispose of household hazardous waste
- ▢ view job information
- ▢ do business with Public Works
- ▢ see bid results


**Resources**

- Service Locator
- Directory of Services
- Press Room
- eNotify
- FAQ
- Forms
- Publications

**PUBLIC WORKS NOW**

Select DPW Customer-Invoice Payment Status Inquiry (Payment to County).

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## Invoice Payment Status Inquiry (IPSI)

[Vendor-Invoice Payment Status Inquiry \(Payment from County\)](#)

Established Public Works vendors can use this web based application to check on the payment status of submitted invoices online. Available 24-hours a day to save you time and money!  
For payment ombudsperson, call (626)458-6537.

**NEW** [DPW Customer-Invoice Payment Status Inquiry \(Payment to County\)](#)

Public Works customers can use this web based application to view the status of their Public Works invoices online. Customers have the ability to check on the posting of their payments made against Public Works invoices and to view facsimiles of most Public Works invoices dated on or after August 25, 2011. For the Customer Service Hotline, call (626)458-5990.

A valid Customer Number and Address ID are required to use the application. Log in with the Customer Number/Address ID.

The screenshot shows a web browser window displaying the 'DPW Customer - Invoice Payment Status Inquiry' page. The page header includes the 'locounty.gov' logo and 'Department of Public Works' with navigation tabs for 'Resident', 'Business', and 'Government'. A search bar is located in the top right corner. The main content area features a title 'DPW Customer - Invoice Payment Status Inquiry' and a prompt: 'Please enter your Customer Number and Address ID to login.' Below this are two input fields: 'Customer Number:' and 'Address ID:', each followed by a question mark icon. Under the input fields are two buttons: 'Submit Inquiry' and 'Clear Form'. Further down, there is a section titled 'Where can I find Customer Number/Address ID?' with the text 'Having difficulty locating your Customer Number/Address ID?' and a link 'Click Here' for help, along with the phone number '(626)458-5990'. At the bottom, a yellow lightbulb icon is next to a note: 'For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each'.

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### DPW Customer - Invoice Payment Status Inquiry

Please enter your Customer Number and Address ID to login.

Customer Number:  ?

Address ID:  ?

Where can I find [Customer Number/Address ID](#)?  
Having difficulty locating your Customer Number/Address ID?  
[Click Here](#) for help or call (626)458-5990 for assistance.

💡 For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each

To locate the Customer Number/Address ID, click on “Where can I find [Customer Number/Address ID?](#)”

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### DPW Customer - Invoice Payment Status Inquiry

Please enter your Customer Number and Address ID to login.

Customer Number:  ?

Address ID:  ?

[Where can I find Customer Number/Address ID?](#)

Having difficulty locating your Customer Number/Address ID?  
[Click Here](#) for help or call (626)458-5990 for assistance.

💡 For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each

Below are samples of three different invoice types and the location of the Customer Number and Address ID.

### Invoice Type 1:

**Where can I find Customer Number/Address ID?**  
Customer Number/Address ID can be found on top right corner of your invoice.

**Invoice Type 1**

**COUNTY OF LOS ANGELES**  
DEPARTMENT OF PUBLIC WORKS  
800 SOUTH PINKNEY AVENUE, ALHAMBRA, CA 91803

**CUSTOMER NAME:** ANY TOWN  
**CUSTOMER ADDRESS:** 123 MAIN STREET  
ANYTOWN, CA 90001

**BILLING PERIOD:** THROUGHOUT DECEMBER 2010. PLEASE NOTE LAMPS AND EQUIPMENT CHARGES ARE THROUGHOUT THE 15TH OF THE MONTH.

**DRAWDOWN GROUP:** CC 1000  
**DRAWDOWN DESCRIPTION:** NTK000000

**ATTACHMENT:** INVOICE NO. 10000000000000000000  
INVOICE DATE: 1/31/11  
CUSTOMER NO. 100000  
ADDRESS ID: PW10000  
AMOUNT DUE: \$104.00

**INVOICE SUMMARY**

**CHARGE DESCRIPTION:**  
TOTAL CURRENT CHARGE  
CONTRACT COVER LIABILITY INSURANCE TRUST FUND  
PROJECT BONDS APPLIED

**TOTAL AMOUNT DUE:** \$104.00

**INVOICE NO:** RE-PW-100000000000  
**INVOICE DATE:** 1/31/11  
**CUSTOMER NO:** 100000  
**ADDRESS ID:** PW10000  
**AMOUNT DUE:** \$104.00

**RE-PW-100000000000**  
**1/31/11**  
**100000**  
**PW10000**  
**\$104.00**

### Invoice Type 2:

**Invoice Type 2**

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS**  
800 SOUTH PINKNEY AVENUE, ALHAMBRA, CA 91803

**CUSTOMER NAME:** ANY TOWN  
**CUSTOMER ADDRESS:** 123 MAIN STREET  
ANYTOWN, CA 90001

**BILLING PERIOD:** THROUGHOUT DECEMBER 2010. PLEASE NOTE LAMPS AND EQUIPMENT CHARGES ARE THROUGHOUT THE 15TH OF THE MONTH.

**DRAWDOWN GROUP:** CC 1000  
**DRAWDOWN DESCRIPTION:** NTK000000

**ATTACHMENT:** INVOICE NO. 10000000000000000000  
INVOICE DATE: 1/31/11  
CUSTOMER NO. 100000  
ADDRESS ID: PW10000  
AMOUNT DUE: \$104.00

**INVOICE SUMMARY**

**CHARGE DESCRIPTION:**  
TOTAL CURRENT CHARGE  
CONTRACT COVER LIABILITY INSURANCE TRUST FUND  
PROJECT BONDS APPLIED


**TOTAL AMOUNT DUE:** \$104.00

**INVOICE NO:** RE-PW-100000000000  
**INVOICE DATE:** 1/31/11  
**CUSTOMER NO:** 100000  
**ADDRESS ID:** PW10000  
**AMOUNT DUE:** \$104.00

**RE-PW-100000000000**  
**1/31/11**  
**100000**  
**PW10000**  
**\$104.00**

## Invoice Type 3:

### Invoice Type 3



**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS**  
340 South Pacific Avenue, Alhambra, CA 91803

ANYTOWN  
100 MAIN STREET  
ANYTOWN, CA 90000

☐ Please Print Name, Address and Phone Number on the Project  
Description and Project Number on a separate sheet.

**INVOICE**  
INVOICE NUMBER: IN10000000  
CUSTOMER NUMBER: 100000  
ADDRESS ID: PW10000  
AMOUNT DUE: \$384.80  
BILLING PERIOD: 11/01/2010 - 11/30/2010  
INVOICE DATE: December 29, 2010

COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS  
P.O. BOX 7427  
ALHAMBRA, CA 91807-0742

**PLEASE PRINT TOP PORTION OF THIS INVOICE WITH YOUR REMITTANCE TO PAYEE OR TO YOUR ACCOUNTS**  
COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS P.O. BOX 7427 ALHAMBRA, CA 91807-0742

INVOICE		AMOUNT	
COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS P.O. BOX 7427 ALHAMBRA, CA 91807-0742			
PLEASE PRINT TOP PORTION OF THIS INVOICE WITH YOUR REMITTANCE TO PAYEE OR TO YOUR ACCOUNTS			
DATE AND PRINTABLE WITHIN 90 DAYS OF THE INVOICE DATE			
NOTE: LABOR AND EQUIPMENT CHARGES ARE THROUGH WEEKENDS 10, 2010			
ANYTOWN	100000		
INVOICE NUMBER:	IN10000000	PW10000	
INVOICE DATE:	December 29, 2010		
BILLING PERIOD:	11/01/2010 - 11/30/2010		
PROJECT NUMBER:	IN10000000		
DESCRIPTION:	SAMPLE		
LABOR	200.00		200.00
EQUIPMENT	20.00		20.00
MATERIAL	60.00		60.00
SUBTOTAL:			280.00
LIABILITY INSURANCE			10.00
TOTAL AMOUNT DUE:			290.00

CUSTOMER SERVICE HOTLINE: (800) 454-4546  
FOR THE HOURS: 8:00AM - 5:00PM  
EXT: 3000

FOR DEPARTMENT OF PUBLIC WORKS USE ONLY:  
800: Road Fund  
VMS: Pavement Overlay

800: Contract Close-Up Operation  
771: Other Liability Insurance

STUD: 14.00

ALHAMBRA, CA 91803

## INVOICE

**INVOICE NUMBER:** IN1000000000  
**CUSTOMER NUMBER:** 100000  
**ADDRESS ID:** PW10000  
**AMOUNT DUE:** \$384.80  
**BILLING PERIOD:** 11/01/2010 - 11/30/2010  
**INVOICE DATE:** December 29, 2010

**PLEASE MAKE CHECKS PAYABLE TO:**



If you do not have an invoice available, or if you have difficulty in locating your Customer Number and Address ID, then select the “[Click Here](#)” or call the Customer Service Hotline at (626)458-5990.

The screenshot shows the DPW Customer - Invoice Payment Status Inquiry page. The header includes the Los Angeles County logo and navigation links for Resident, Business, and Government. The main content area contains a form for entering Customer Number and Address ID, with a Submit Inquiry button and a Clear Form button. A link labeled 'Click Here' is highlighted with a red box, providing assistance for locating the Customer Number/Address ID. A footer note advises on efficient payment posting.

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### DPW Customer - Invoice Payment Status Inquiry

Please enter your Customer Number and Address ID to login.

Customer Number:  ?

Address ID:  ?

Where can I find Customer Number/Address ID?  
Having difficulty locating your Customer Number/Address ID?  
[Click Here](#) for help or call (626)458-5990 for assistance.

💡 For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each

Once you select “[Click Here](#)”, complete the fields requested and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you with the Customer Number and Address ID.

The screenshot shows a web browser window displaying the Ilocos County Department of Public Works (DPW) website. The header includes the logo, navigation tabs for Resident, Business, and Government, and links for About DPW and Contact Us. A search bar is also present. The main content area is titled "What is my Customer Number/Address ID?" and contains a form with the following fields:

- \*Company/Customer Name:
- \*Address:
- \*Contact Name:
- \*Email Address:
- \*Confirm Email:
- \*Phone Number:  (with a placeholder XXX-XXX-XXXX)
- Invoice Number:

Below the form are "Send" and "Clear Form" buttons. At the bottom, a link says "Click here to go back to DPW Customer-Invoice Payment Status Inquiry Home."



Upon entering a valid Customer Number/Address ID, a listing of invoices and their payment status is shown. You can click on the **Show additional options** button located under the customer address to filter or sort the listing.

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Current Address

Customer No. / Address ID

ANYTOWN  
 123 MAIN STREET  
 ANYTOWN CA 90000

100000 / PW1000

Show additional options.

Printable View   Results per page 10

\*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

By clicking the Show additional option, you can filter or sort the listing of the invoices by:

- Invoice From: mm/dd/yyyy To: mm/dd/yyyy
- Invoice Status : All, Paid, Unpaid/Short Paid and Other
- Invoice Number

After entering the filter criteria, select the Apply button.

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### DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN  
123 MAIN STREET  
ANYTOWN CA 90000

Customer No. / Address ID: 100000 / PW1000

Hide additional options: ☒

Invoices From:  To:

Invoice Status:

Invoice Number:

Printable View Results per page:

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<a href="#">12041609541</a>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<a href="#">12041609436</a>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<a href="#">12031608680</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608679</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608668</a>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<a href="#">12031608513</a>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<a href="#">12021607818</a>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<a href="#">12011706932</a>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID

You can sort the listing by Invoice Number, Invoice Post Date or Invoice Status by clicking the respective header.

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### DPW Customer-Invoice Payment Status Inquiry

Current Address

Customer No. / Address ID

ANYTOWN  
 123 MAIN STREET  
 ANYTOWN CA 90000

100000 / PW1000

Hide additional options.

Invoices From

To

Invoice Status

All

Invoice Number

All


Paid  
 Unpaid/Short Paid  
 Other


Apply

Printable View

Results per page 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<a href="#">12041609541</a>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<a href="#">12041609436</a>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<a href="#">12031608680</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608679</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608668</a>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<a href="#">12031608513</a>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<a href="#">12021607818</a>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<a href="#">12011706932</a>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID


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DPW Customer-Invoice Payment Status Inquiry

Current Address

ANYTOWN  
123 MAIN STREET  
ANYTOWN CA 90000

Customer No. / Address ID

100000 / PW1000

Show additional options. 

Printable View

Results per page: 

10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<a href="#">12041609541</a>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<a href="#">12041609436</a>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<a href="#">12031608680</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608679</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608668</a>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<a href="#">12031608513</a>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<a href="#">12021607818</a>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<a href="#">12011706932</a>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
<a href="#">11121905628</a>	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID

123456

\*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

Please contact the customer service hotline at (626)458-5000 or visit Ipswich County Status


Selecting "All" may take several minutes to load all invoices on your browser.


We do not recommend selecting "All" if there are large number of invoices.

Show all status of invoices:

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DPW Customer-Invoice Payment Status Inquiry

Current Address

Customer No. / Address ID

ANYTOWN  
123 MAIN STREET  
ANYTOWN CA 90000


100000 / PW1000

Show additional options. 

Please Wait...

Printable View

Results per page


All 

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<a href="#">12041609541</a>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<a href="#">12041609436</a>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<a href="#">12031608680</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608679</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608668</a>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<a href="#">12031608513</a>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<a href="#">12021607818</a>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<a href="#">12011706932</a>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
<a href="#">11121905628</a>	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID
<a href="#">11111604583</a>	11/16/2011	\$866.00	12/21/2011	(\$866.00)	\$0.00	PAID
<a href="#">11111604582</a>	11/16/2011	\$399.00	12/21/2011	(\$399.00)	\$0.00	PAID
<a href="#">11101703278</a>	10/17/2011	\$22.59	11/21/2011	(\$22.59)	\$0.00	PAID
<a href="#">11092101950</a>	09/21/2011	\$55.73	10/19/2011	(\$55.73)	\$0.00	PAID
<a href="#">11061612500</a>	06/16/2011	\$231.44	06/16/2011	(\$231.44)	\$0.00	PAID
<a href="#">11061612438</a>	06/16/2011	\$90.57	08/08/2011	(\$90.57)	\$0.00	PAID

To view the printable view of the status of all invoices, click the Printable view option located above the Total Amount Paid Header. You can click the Show additional options, and enter the filter criteria to select the invoices by clicking Apply button.

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### DPW Customer-Invoice Payment Status Inquiry

Current Address

Customer No. / Address ID

ANYTOWN  
123 MAIN STREET  
ANYTOWN CA 90000

100000 / PW1000

Hide additional options. 

Invoices From  To

Invoice Status 

All

Invoice Number 

All

Apply

Printable View

Results per page 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<a href="#">12041609541</a>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<a href="#">12041609436</a>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<a href="#">12031608680</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608679</a>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<a href="#">12031608668</a>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<a href="#">12031608513</a>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<a href="#">12021607818</a>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<a href="#">12011706932</a>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID

You can print the listing of all or selected invoices per your filter selection by clicking the **Print** option. The screen shot below shows a listing of all invoices.

#### DPW Customer-Invoice Payment Status Inquiry

Current Address

Customer No. / Address ID

**ANYTOWN  
123 MAIN STREET  
ANYTOWN, CA  
9000**


**100000/ PW1000**


Print

Invoice Number	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
11121905628	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID
11111604583	11/16/2011	\$866.00	12/21/2011	(\$866.00)	\$0.00	PAID
11111604582	11/16/2011	\$399.00	12/21/2011	(\$399.00)	\$0.00	PAID
11101703278	10/17/2011	\$22.59	11/21/2011	(\$22.59)	\$0.00	PAID
11092101950	09/21/2011	\$55.73	10/19/2011	(\$55.73)	\$0.00	PAID
11061612500	06/16/2011	\$231.44	06/16/2011	(\$231.44)	\$0.00	PAID
11061612438	06/16/2011	\$90.57	08/08/2011	(\$90.57)	\$0.00	PAID
11061612432	06/16/2011	\$369.75	08/08/2011	(\$369.75)	\$0.00	PAID
11051611434	05/16/2011	\$125.26	06/20/2011	(\$125.26)	\$0.00	PAID
11051611217	05/16/2011	\$271.71	06/20/2011	(\$271.71)	\$0.00	PAID
11051611209	05/16/2011	\$50.46	06/20/2011	(\$50.46)	\$0.00	PAID
11051611148	05/16/2011	\$73.26	06/20/2011	(\$73.26)	\$0.00	PAID
11051611302	05/16/2011	\$390.25	06/20/2011	(\$390.25)	\$0.00	PAID
11041410171	04/14/2011	\$52.00	05/06/2011	(\$52.00)	\$0.00	PAID



You can view the facsimiles of most Public Works invoices dated on or after August 25, 2011 by clicking the respective underlined invoice number. Facsimiles are available for invoices with underlined invoice numbers.






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DPW Customer-Invoice Payment Status Inquiry

Current Address


Customer No. / Address ID

ANYTOWN

123 MAIN STREET

ANYTOWN CA 90000

100000 / PW1000

Show additional options. 

Printable View

Results per page 

10

1	2	3	4	5	6	
Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<u>12052110685</u>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<u>12041609436</u>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<u>12041609541</u>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<u>12031608680</u>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<u>12031608679</u>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<u>12031608668</u>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<u>12031608513</u>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<u>12021607818</u>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<u>12011706932</u>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
<u>11121905628</u>	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID

\*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

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Upon clicking the underlined invoice number, the facsimile of the invoice is opened.

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### DPW Customer-Invoice Payment Status Inquiry

**Current Address** **Customer No. / Address ID**

ANYTOWN 100000 / PW1000  
123 MAIN STREET  
ANYTOWN CA 90000

Show additional options. ☐

Invoice Number*	Invoice Post Date
<a href="#">12052110685</a>	05/21/2012
<a href="#">12041609541</a>	04/16/2012
<a href="#">12041609436</a>	04/16/2012
<a href="#">12031608680</a>	03/16/2012
<a href="#">12031608679</a>	03/16/2012
<a href="#">12031608668</a>	03/16/2012
<a href="#">12031608513</a>	03/16/2012
<a href="#">12021607818</a>	02/16/2012
<a href="#">12011706932</a>	01/17/2012
<a href="#">11121905628</a>	12/19/2011

\*Facsimiles for some invoices

Done

http://dpw.lacounty.gov/financial/invstat/invoice.htm - Windows Internet Exp...

File Edit View Favorites Tools Help

http://dpw.la... Live Search

County of Los Angeles  
Department of Public Works  
900 SOUTH FREMONT AVENUE, ALHAMBRA, CA 91803

CUSTOMER NAME: ANYTOWN  
CUSTOMER ADDRESS: 123 MAIN STREET  
ANYTOWN CA 90000

BILLING PERIOD: THROUGH MARCH 2012, PLEASE NOTE LABOR AND EQUIPMENT CHARGES ARE THROUGH THE 15TH OF THE MONTH.

DRAWDOWN GROUP: C20855

INVOICE NO: RE-PW-12041609541  
INVOICE DATE: 04/16/12  
CUSTOMER NO: 100000  
ADDRESS ID: PW10000  
AMOUNT DUE: \$35.41

You will need Adobe Acrobat Reader to view the facsimile of the invoice. You can download the Adobe Acrobat Reader by clicking the “Click [here](#) to download”

DPW Customer-Invoice Payment Status Inquiry

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Department of Public Works

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### DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN  
123 MAIN STREET  
ANYTOWN, CA 9000

Customer No. / Address ID: 100000/ PW1000

Hide additional options. [X]

Invoices From:  To:

Invoice Status: Unpaid/Short Paid [v]

Invoice Number:

Printable View Results per page: All [v]

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<a href="#">12052110685</a>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID

\*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

Please contact the customer service hotline at (626)458-5990 regarding Invoice Status (OTHER-ARDL/RR/WO, INVOICE MODIFIED, or Short Paid) disputed invoices, or other question regarding invoice payment processing.

You will need the Adobe Acrobat Reader to view the invoices.  
Click [here](#) to download.

For a new inquiry with a different Customer Number/Address ID, please select “[Click here](#) for a new inquiry”.

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[FAQ](#)
[Contact Us](#)

Current Address

Customer No. / Address ID

ANYTOWN  
123 MAIN STREET  
ANYTOWN, CA 9000

100000/ PW1000

Invoices From

To

Invoice Status

Unpaid/Short Paid

Invoice Number

Apply

Printable View

Results per page

All

You can click on “[FAQ](#)” for list of Frequently Asked Questions.

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### DPW Customer - Invoice Payment Status Inquiry

Please enter your Customer Number and Address ID to login.

Customer Number:  ?

Address ID:  ?


Where can I find [Customer Number/Address ID](#)?  
Having difficulty locating your Customer Number/Address ID?  
[Click Here](#) for help or call (626)458-5990 for assistance.


💡 For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each

Upon clicking the “FAQ”, a list of Frequently Asked Questions (FAQ) is shown.

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## Frequently Asked Questions (FAQ)

- 1 [What is the DPW Customer-Invoice Payment Status Inquiry?](#)
- 2 Who can I contact if I do not know my Customer Number/Address ID or if I have an invalid Customer Number/Address ID for the DPW Customer-Invoice Payment Status Inquiry screen?
- 3 Why am I unable to view and print facsimiles of some invoices listed in the DPW Customer-Invoice Payment Status Inquiry?
- 4 Who can I contact regarding short paid or disputed invoices?
- 5 Are written instructions on the use of the DPW Customer-Invoice Payment Status Inquiry application available?
- 6 What if the status of the invoice in the DPW Customer-Invoice Payment Status Inquiry screen is Unpaid but I have already submitted my payment?

Still can't find your information? [Edit your Search Criteria](#) or [Ask your Question](#)

**Search for:**   [\[ Advanced Search \]](#)

To search, enter keyword(s) found in the frequently asked questions or answers.

If you need to contact us for questions other than an inquiry about your Customer Number/Address ID, please select the “[Contact Us](#)” option.

The screenshot shows a web browser window displaying the Iacounty.gov website. The header includes the Iacounty.gov logo and navigation links for "About DPW" and "Contact Us". Below the header, there are tabs for "Resident", "Business", and "Government". A search bar is located on the right side of the header. The main content area is titled "DPW Customer - Invoice Payment Status Inquiry". It prompts the user to enter their Customer Number and Address ID to login. There are two input fields, one for the Customer Number and one for the Address ID, each with a question mark icon to its right. Below the input fields are two buttons: "Submit Inquiry" and "Clear Form". A link "Click Here" is provided for users having difficulty locating their Customer Number/Address ID. A yellow lightbulb icon is used to highlight a tip about ensuring payments are mailed to the correct remittance address.

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### DPW Customer - Invoice Payment Status Inquiry

Please enter your Customer Number and Address ID to login.

Customer Number:  ?

Address ID:  ?

Where can I find Customer Number/Address ID?  
Having difficulty locating your Customer Number/Address ID?  
[Click Here](#) for help or call (626)458-5990 for assistance.

💡 For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each



Complete the fields requested for “Contact Us” and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you via email or by phone.

The screenshot shows the 'Contact Us' page of the Department of Public Works website. The header includes the 'pw' logo, the text 'Department of Public Works', and navigation links for 'Resident', 'Business', and 'Government'. A search bar is located on the right. The main heading is 'Contact Us', followed by 'Customer Service' and the hotline number '626-458-5990'. The hours of operation are listed as 'Monday - Thursday 7:00AM to 5:00PM except Holidays'. A message asks the user to fill in information for a response, noting that fields with an asterisk are required. The form itself has a yellow background and contains fields for 'Company/Customer Name', 'Contact Name', 'Email Address', 'Confirm Email', 'Phone No' (with a placeholder '(XXX-XXX-XXXX)'), and a large 'Question' text area. At the bottom, there is a question about whether the inquiry is related to a specific invoice, with 'Yes' and 'No' radio buttons. 'Submit' and 'Clear' buttons are at the very bottom.

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Search this site

## Contact Us

Customer Service

Customer Service Hotline: 626-458-5990

Hours of Operation  
Monday - Thursday  
7:00AM to 5:00PM  
except Holidays

Please fill in the information below and we will call or send an email response to your inquiry.  
Note: Items with \* are required.

Information

\*Company/Customer Name:

\*Contact Name:

\*Email Address:

\*Confirm Email:

\*Phone No:  (XXX-XXX-XXXX)

\*Question:

\*Is your question related to a specific invoice? ☐ Yes ☒ No

Submit Clear